

## EYFS MUST'S SELF ASSESSMENT

### Section 3 – The Safeguarding and Welfare Requirements

Audit of MUSTs to be used in conjunction with the <u>Statutory Framework for the EYFS 2017</u>		Evidence that requirement is being met (what is done, by who, when and how)	Action required	By Who	By when
	Providers must ensure that their arrangements for safeguarding children comply with current guidance from government and the Waltham Forest Safeguarding Children Board (WFSCB).				
3.2	Providers must take all necessary steps to keep children safe and well.				
3.3.	Schools are not required to have separate policies to cover EYFS requirements provided the requirements are already met through an existing policy. Where providers other than childminders are required to have policies and procedures as specified below, these policies and procedures should be recorded in writing. Childminders are not required to have written policies and procedures. However, they <b>must</b> be able to explain their policies and procedures to parents, carers, and others (for example Ofsted inspectors or the childminder agency with which they are registered) and ensure any assistants follow them.				
<b>Child Protection</b>					
3.4	Providers must be alert to any issues for concern in the child's life at home or elsewhere.				
	Providers must have and implement a policy, and procedures, to safeguard children. These should be in line with the guidance and procedures of the relevant Local Safeguarding Children Board (WFSCB).				
	The safeguarding policy and procedures must include an explanation of the action to be taken in the				

	event of an allegation being made against a member of staff, and cover the use of mobile phones and cameras in the setting.				
3.5	A practitioner must be designated to take lead responsibility for safeguarding children in every setting.				
	The lead practitioner is responsible for liaison with local authority children's services agencies, and with the LSCB.				
	They must provide support, advice and guidance to any other staff on an ongoing basis, and on any specific safeguarding issue as required.				
	The lead practitioner must attend a child protection training course that enables them to identify, understand and respond to signs of possible abuse and neglect.				
3.6	Providers must train all staff to understand their safeguarding policies and procedures and ensure that all staff have up to date knowledge of safeguarding issues.				
	Training made available by the provider must enable staff to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way.				
3.7	Providers must have regard to the Government's statutory guidance ' <u><i>Working Together to Safeguard Children 2015</i></u> ' and the ' <u><i>Prevent Duty Guidance 2015</i></u> '. If providers have concerns about children's safety or welfare, they must notify agencies with statutory responsibilities without delay.				
3.8	Registered providers must inform Ofsted of any allegations of serious harm or abuse by any person living, working or looking after children at the premises.				
	Registered providers must also notify Ofsted of the action taken in respect of the allegations. These notifications must be made as soon as is reasonably possible, but at the latest within 14 days of the allegation being made. (They must also notify Ofsted of the action taken within 14 days.)				

Suitable People					
3.9	Providers must ensure that people looking after children are suitable to fulfil the requirements of their role. Providers must have effective systems in place to ensure that practitioners, and any other person who is likely to have regular contact with children, are suitable.				
3.10	Ofsted or the agency with which the childminder is registered is responsible for checking the suitability of childminders, of every other person looking after children for whom the childminding is being provided (whether on domestic or non-domestic premises), and of every other person living or working on any domestic premises from which the childminding is being provided, including obtaining enhanced criminal records checks and barred list checks.				
	<p>Registered providers other than childminders must obtain an enhanced criminal records check in respect of every person aged 16 and over (including for unsupervised volunteers, and supervised volunteers who provide personal care<sup>20</sup>) who<sup>21</sup>:</p> <ul style="list-style-type: none"> <li>• works directly with children</li> <li>• lives on the premises on which the childcare is provided and/or</li> <li>• works on the premises on which the childcare is provided (unless they do not work on the part of the premises where the childcare takes place, or do not work there at times when children are present)</li> </ul> <p>An additional criminal records check (or checks if more than one country) should also be made for anyone who has lived or worked abroad<sup>22</sup>.(see pg 18 of EYFS 2017 for footnotes)</p>				
3.11	Providers must tell staff that they are expected to disclose any convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with children.				
	Providers must not allow people whose suitability has				

	not been checked to have unsupervised contact with children being cared for.				
3.12	Providers other than childminders must record information about staff qualifications and the identity checks, and vetting processes (including DBS reference number, the date a disclosure was obtained and details of who obtained it).				
	For childminders the relevant information will be kept by Ofsted or the agency with which the childminder is registered.				
3.13	Providers must also meet their responsibilities under the <u>Safeguarding Vulnerable Groups Act 2006</u> , which includes a duty to make a referral to the DBS where a member of staff is dismissed (or would have been had they not left the setting first) because they have harmed a child or put a child at risk of harm.				
<b>Disqualification</b>					
3.14	In the event of the disqualification of a registered provider, the provider must not continue as an early years provider – nor be directly concerned in the management of such provision. Where a person is disqualified, the provider must not employ that person in connection with early years provision. Where an employer becomes aware of relevant information that may lead to disqualification of an employee, the provider must take appropriate action to ensure the safety of children.				
3.15 & 3.16	The provider must inform Ofsted or the childminding agency of any significant event that is likely to affect the suitability of any person who is in regular contact with children on the premises where childcare is provided. <sup>1</sup>				
3.17	The provider must give Ofsted or the childminding agency the following information about themselves or any person who lives in the same household as the registered provider or who is employed in the household (see conditions page 19 of Statutory				

<sup>1</sup> This may be because they live in the same household as another person who is disqualified, or because they live in the same household where a disqualified person is employed.

	Framework)				
3.18	The information must be provided to Ofsted or the childminding agency as soon as reasonably practicable but at the latest within 14 days of the date the provider became aware of the information or ought reasonably to have become aware of it if they had made reasonable enquiries.				
<b>Staff taking medication/substances</b>					
3.19	Practitioners must not be under the influence of alcohol or any other substance which may affect their ability to care for children. If practitioners are taking medication which may affect their ability to care for children, those practitioners should seek medical advice.				
	Providers must ensure that those practitioners only work directly with children if medical advice confirms that the medication is unlikely to impair that staff members' ability to look after children properly.				
	Staff medication on the premises must be securely stored, and out of reach of children, at all times.				
<b>Staff qualifications, training, support and skills</b>					
3.20	Providers must ensure that all staff receive induction training to help them understand their roles and responsibilities. Induction training must include information about emergency evacuation procedures, safeguarding, child protection, the provider's equality policy, and health and safety issues.				
	Providers must support staff to undertake appropriate training and professional development opportunities to ensure they offer quality learning and development experiences for children that continually improves.				
3.21	Providers must put appropriate arrangements in place for the supervision of staff				
3.23	In group settings, the manager must hold at least a full and relevant <sup>28</sup> level 3 <sup>29</sup> qualification and at least half of all other staff must hold at least a full and relevant level 2 qualification. The manager should have at least two years' experience of working in an early years setting, or have at least two years' other suitable experience. (see pg 21 of EYFS 2017 for footnotes)				

	There must be a named deputy who, in their judgement, is capable and qualified to take charge in the manager's absence.				
3.24	Childminders must have completed training which helps them to understand and implement the EYFS before they can register with Ofsted or a childminding agency.				
	They must be satisfied that assistants are competent in the areas of work they undertake.				
3.25	At least one person who has a current paediatric first aid (PFA) certificate must be on the premises and available at all times when children are present, and must accompany children on outings. The certificate must be for a full course consistent with the criteria set out in Annex A.				
	Childminders, and any assistant who might be in sole charge of the children for any period of time, must hold a full current PFA certificate.				
	PFA training <sup>30</sup> must be renewed every three years and be relevant for workers caring for young children and where relevant, babies. Providers should take into account the number of children, staff and layout of premises to ensure that a paediatric first aider is able to respond to emergencies quickly.				
	All newly qualified <sup>31</sup> entrants to the early years workforce who have completed a level 2 and/or level 3 qualification on or after 30 June 2016, must also have either a full PFA or an emergency PFA certificate within three months of starting work <sup>32</sup> in order to be included in the required staff:child ratios at level 2 or level 3 in an early years setting <sup>33</sup> Paediatric first aid training must be relevant for workers caring for young children and where relevant, babies. Providers should display (or make available to parents) staff PFA certificates or a list of staff who have a current PFA certificate.(see pg 21 of EYFS 2017 for footnotes)				

3.26	Providers must ensure that staff have sufficient understanding and use of English to ensure the well-being of children in their care. <sup>2</sup>				
	<b>Key Person</b>				
3.27	Each child must be assigned a key person.				
3.28	Staffing arrangements must meet the needs of all children and ensure their safety. Providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met.				
	Providers must inform parents and/or carers about staff deployment, and, when relevant and practical, aim to involve them in these decisions.				
	Children must usually be within sight <i>and</i> hearing of staff and always within sight <i>or</i> hearing.				
	<b>Ratios</b>				
3.29	Only those aged 17 or over may be included in ratios (and staff under 17 should be supervised at all times). Students on long term placements and volunteers (aged 17 or over) and staff working as apprentices in early education (aged 16 or over) may be included in the ratios if the provider is satisfied that they are competent and responsible.				
3.30	The ratio and qualification requirements below apply to the total number of staff available to work directly with children. For group settings providing overnight care, the relevant ratios continue to apply and at least one member of staff must be awake at all times. Exceptionally, and where the quality of care and safety and security of children is maintained, changes to the ratios may be made.				
3.31	For children aged under two:  • there must be at least one member of staff for every				

<sup>2</sup> For Example, to keep records in English, liaise with other agencies in English, to summon emergency help and to understand instructions in English such as those for the safety of medicines or food hygiene.

	<p>three children;</p> <ul style="list-style-type: none"> <li>• at least one member of staff must hold a full and relevant level 3 qualification, and must be suitably experienced in working with children under two;</li> <li>• at least half of all other staff must hold a full and relevant level 2 qualification;</li> <li>• at least half of all staff must have received training that specifically addresses the care of babies; and</li> <li>• where there is an under two-year-olds' room, the member of staff in charge of that room must, in the judgement of the provider, have suitable experience of working with under twos.</li> </ul>				
3.32	<p>For children aged two:</p> <ul style="list-style-type: none"> <li>• there must be at least one member of staff for every four children;</li> <li>• at least one member of staff must hold a full and relevant level 3 qualification; and</li> <li>• at least half of all other staff must hold a full and relevant level 2 qualification.</li> </ul>				
3.33	<p>For children aged three and over in registered early years provision where a person with Qualified Teacher Status, Early Years Professional Status, Early Years Teacher Status or another suitable level 6 qualification is working directly with the children:</p> <ul style="list-style-type: none"> <li>• there must be at least one member of staff for every 13 children; and</li> <li>• at least one other member of staff must hold a full and relevant level 3 qualification.</li> </ul>				
3.34	<p>For children aged three and over at any time in registered early years provision when a person with Qualified Teacher Status, Early Years Professional Status, Early Years Teacher Status or another</p>				



	<p>suitable level 6 qualification is not working directly with the children:</p> <ul style="list-style-type: none"> <li>• there must be at least one member of staff for every eight children;</li> <li>• at least one member of staff must hold a full and relevant level 3 qualification;</li> <li>• at least half of all other staff must hold a full and relevant level 2 qualification.</li> </ul>				
3.35	<p>For children aged three and over in independent schools, where a person with Qualified Teacher Status, Early Years Professional Status, Early Years Teacher Status or another suitable level 6 qualification, an instructor, or another suitably qualified overseas trained teacher, is working directly with the children:</p> <ul style="list-style-type: none"> <li>• for classes where the majority of children will reach the age of five or older within the school year, there must be at least one member of staff for every 30 children;</li> <li>• for all other classes there must be at least one member of staff for every 13 children; and</li> <li>• at least one other member of staff must hold a full and relevant level 3 qualification.</li> </ul>				
3.36	<p>For children aged three and over in independent schools, where there is no person with Qualified Teacher Status, Early Years Professional Status, Early Years Teacher Status or another suitable level 6 qualification, no instructor, and no suitably qualified overseas trained teacher, working directly with the children:</p> <ul style="list-style-type: none"> <li>• there must be at least one member of staff for every eight children;</li> <li>• at least one member of staff must hold a full and</li> </ul>				

	<p>relevant level 3 qualification; and</p> <ul style="list-style-type: none"> <li>• at least half of all other staff must hold a full and relevant level 2 qualification.</li> </ul>				
3.37	<p>For children aged three and over in maintained nursery schools and nursery classes in maintained schools<sup>39</sup>:</p> <ul style="list-style-type: none"> <li>• there must be at least one member of staff for every 13 children<sup>40</sup>;</li> <li>• at least one member of staff must be a school teacher as defined by section 122 of the Education Act 2002<sup>41</sup>; and</li> <li>• at least one other member of staff must hold a full and relevant level 3 qualification<sup>42</sup>. (see pg 25 of EYFS 2017 for footnotes)</li> </ul>				
3.38	<p>Reception classes in maintained schools are subject to infant class size legislation<sup>43</sup>. The School Admissions (Infant Class Size) Regulations 2012 limit the size of infant classes to 30 pupils per school teacher<sup>44</sup> (subject to permitted exceptions) while an ordinary teaching session is conducted. 'School teachers' do not include teaching assistants, higher level teaching assistants or other support staff. Consequently, in an ordinary teaching session, a school must employ sufficient school teachers to enable it to teach its infant classes in groups of no more than 30 per school teacher<sup>45</sup> (see pg 26 of EYFS 2017 for footnotes)</p>				
3.39	<p>Some schools may choose to mix their reception classes with groups of younger children, in which case they must determine ratios within mixed groups, guided by all relevant ratio requirements and by the needs of individual children within the group. In exercising this discretion, the school must comply with the statutory requirements relating to the education of children of compulsory school age and infant class sizes. Schools' partner providers must meet the relevant ratio requirements for their provision.</p>				

	<b>Before/After school care and holiday provision</b>				
3.40	Where the provision is solely before/after school care or holiday provision for children who normally attend Reception class (or older) during the school day, there must be sufficient staff as for a class of 30 children.				
	<b>Childminders</b>				
3.41	At any one time, childminders (whether providing the childminding on domestic or non-domestic premises) may care for a maximum of six children under the age of eight <sup>46</sup> . Of these six children, a maximum of three may be young children, and there should only be one child under the age of one. (see pg 26 of EYFS 2017 for footnote)				
	A child is a young child up until 1st September following his or her fifth birthday. Any care provided for older children must not adversely affect the care of children receiving early years provision.				
3.42	If a childminder can demonstrate to parents and/or carers and Ofsted inspectors or their childminder agency that the individual needs of all the children are being met, exceptions to the usual ratios can be made, for example, when childminders are caring for sibling babies, or when caring for their own baby, or to maintain continuity of care. If children aged four and five only attend the childminding setting before and/or after a normal school day, and/or during school holidays, they may be cared for at the same time as three other young children. But in all circumstances, the total number of children under the age of eight being cared for must not exceed six.				
3.43	Childminders must obtain parents and or carers' permission to leave children with an assistant, including for very short periods of time. For childminders providing overnight care, the ratios continue to apply and the childminder must always be able to hear the children (this may be via a monitor).				
	<b>Health: Medicines</b>				
3.44	The provider must promote the good health of				

	children attending the setting.				
	They must have a procedure, discussed with parents and/or carers, for responding to children who are ill or infectious, take necessary steps to prevent the spread of infection, and take appropriate action if children are ill.				
3.45	Providers must have and implement a policy, and procedures, for administering medicines. It must include systems for obtaining information about a child's needs for medicines, and for keeping this information up-to-date.				
	Training must be provided for staff where the administration of medicine requires medical or technical knowledge.				
	Prescription medicines must not be administered unless they have been prescribed for a child by a doctor, dentist, nurse or pharmacist (medicines containing aspirin should only be given if prescribed by a doctor).				
3.46	Medicine (both prescription and non-prescription) must only be administered to a child where written permission for that particular medicine has been obtained from the child's parents and/or carer.				
	Providers must keep a written record each time a medicine is administered to a child, and inform the child's parents and/or carers on the same day, or as soon as reasonably practicable.				
<b>Health: Food and Drink</b>					
3.47	Meals, snacks and drinks must be healthy, balanced and nutritious.				
	Before a child is admitted to the setting the provider must also obtain information about any special dietary requirements, preferences and food allergies that the child has, and any special health requirements.				
	Fresh drinking water must be available and accessible at all times.				

	Providers must record and act on information from parents and carers about a child's dietary needs.				
3.48	There must be an area which is adequately equipped to provide healthy meals, snacks and drinks for children as necessary.				
	There must be suitable facilities for the hygienic preparation of food for children, if necessary including suitable sterilisation equipment for babies' food.				
	Providers must be confident that those responsible for preparing and handling food are competent to do so. In group provision, all staff involved in preparing and handling food must receive training in food hygiene.				
3.49	Registered providers or the childminder agency must notify Ofsted of any food poisoning affecting two or more children cared for on the premises.				
	Notification must be made as soon as is reasonably practicable and at least within 14 days of the incident.				
	The local Public Health board should also be notified				
<b>Health: Accident or injury</b>					
3.50	Providers must ensure there is a first aid box accessible at all times with appropriate content for use with children.				
	Providers must keep a written record of accidents or injuries and first aid treatment.				
	Providers must inform parents and/or carers of any accident or injury sustained by the child on the same day, or as soon as reasonably practicable, of any first aid treatment given.				
3.51	Registered providers or the childminding agency must notify Ofsted of any serious accident, illness or injury to, or death of, any child while in their care, and of the action taken. Notification must be made as soon as is reasonably practicable and at least within 14 days of the incident occurring.				
	Providers must notify local child protection agencies of any serious accident or injury to, or the death of, any child while in their care, and must act on any				

	advice from those agencies.				
	<b>Health: Managing behaviour</b>				
3.52	Providers are responsible for managing children's behaviour in an appropriate way.				
	Providers must not give corporal punishment to a child. Providers must take all reasonable steps to ensure that corporal punishment is not given by any person who cares for or is in regular contact with a child or by any person living or working in the premises where care is provided. <sup>3</sup>				
	Providers, including childminders, must keep a record of any occasion where physical intervention is used, and parents and/or carers must be informed on the same day, or as soon as reasonably practicable				
3.53	Providers must not threaten corporal punishment, and must not use or threaten any punishment which could adversely affect a child's well-being.				
	<b>Safety and suitability of premises, environment and equipment Safety</b>				
3.54	Providers must ensure that their premises, including outdoor spaces, are fit for purpose and suitable for the age of the children cared for and the activities provided on the premises.				
	Providers must comply with requirements of health and safety legislation (including the fire safety and hygiene requirements).				
3.55	Providers must take reasonable steps to ensure the safety of children, staff and others on the premises in the case of fire or any other emergency, and must have an emergency evacuation procedure.				
	Providers must have appropriate fire detection and control equipment <sup>4</sup> which is in working order.				
	Fire exits must be clearly identifiable and fire doors must be free of obstruction and easily opened from the inside.				
	<b>Smoking</b>				

<sup>3</sup> A registered provider, who, without reasonable excuse, fails to comply with this requirement, commits an offence.

<sup>4</sup> For example fire alarms, smoke detectors, fire blankets and/or fire extinguishers.

3.56	Providers must not allow smoking in or on the premises when children are present or about to be present.				
	<b>Premises</b>				
3.57	The premises and equipment must be organised in a way that meets the needs of children and specified indoor space requirements. <sup>5</sup>				
3.58	Providers must provide access to an outdoor play area or, if that is not possible ensure that outdoor activities are planned and taken on a daily basis.				
	Providers must follow their legal responsibilities under the Equalities Act 2010 (for example, the provision of reasonable adjustments).				
3.59	Sleeping children must be frequently checked.				
	There should be a separate baby room for children under the age of two, except in childminding settings.				
	Providers must ensure the children in the baby room have contact with older children and are moved into the older age group when appropriate.				
3.60	Providers must ensure there is an adequate <sup>6</sup> number of toilets and hand basins available.				
	Except in childminding settings, there should usually be separate toilet facilities for adults.				
	Providers must ensure there are suitable hygienic changing facilities for changing any children who are in nappies. <sup>7</sup>				
3.61	Providers must ensure that there is an area where staff may talk to parents and/or carers confidentially, as well as an area in group settings for staff to take breaks away from areas being used by children.				
3.62	Providers must only release children into the care of individuals who have been notified to the provider by the parent.				

<sup>5</sup> Based on the net or useable areas of the rooms used by the children, not including storage areas, thoroughfares, dedicated staff areas, cloakrooms, utility rooms, kitchens and toilets. Children under two years: 3.5 m<sup>2</sup> per child; Two year olds: 2.5m<sup>2</sup> per child,; children aged three to five years: 2.3m<sup>2</sup> per child.

<sup>6</sup> Waltham Forest recommend a toilet:child ratio of 1:10 for children aged 2 and over

<sup>7</sup> Providers should ensure that an adequate supply of clean bedding, towels, spare clothes and any other necessary items are always available.

	They must ensure that children do not leave the premises unsupervised.				
	Providers must take all reasonable steps to prevent unauthorised persons entering the premises, and have an agreed procedure for checking the identity of visitors.				
	Providers must consider what additional measures are necessary when children stay overnight.				
3.63	Providers must carry the appropriate insurance (e.g. public liability insurance) to cover all premises from which they provide childcare or childminding.				
	<b>Risk assessment</b>				
3.64	Providers must ensure that they take all reasonable steps to ensure staff and children in their care are not exposed to risks.				
	Providers must be able to demonstrate how they are managing risk.				
	Providers must determine where it is helpful to make some written risk assessments in relation to specific issues, to inform staff practice, and to demonstrate how they are managing risks if asked by parents and/or carers or inspectors.				
	Risk assessments should identify aspects of the environment that need to be checked on a regular basis, when and by whom those aspects will be checked, and how the risk will be removed or minimised.				
	<b>Outings</b>				
3.65	Children must be kept safe while on outings.				
	Providers must assess the risks or hazards which may arise for the children, and must identify the steps to be taken to remove, minimise and manage those risks and hazards. <sup>8</sup>				
	The assessment must include consideration of adult to child ratios.				

<sup>8</sup> Risk assessments do not necessarily need to be in writing, however Waltham Forest recommend this so that providers can evidence due diligence, particularly in the event of an incident or accident



3.66	Vehicles in which children are being transported, and the driver of those vehicles, must be adequately insured.				
<b>Special Educational needs</b>					
3.67	Providers must have arrangements in place to support children with SEN or disabilities.				
	Maintained nursery schools and other providers who are funded by the local authority to deliver early education places must have regard to the Special Educational Needs (SEN) Code of Practice.				
	Maintained nursery schools must identify a member of staff to act as Special Educational Needs Co-ordinator and other providers are expected to identify a SENCO.				
<b>Information and records</b>					
3.68	Providers must maintain records and obtain and share information <sup>9</sup> to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met.				
	Providers must enable a regular two-way flow of information between parents and/or carers, and between providers, if a child is attending more than one setting. <sup>10</sup>				
3.69	Records must be easily accessible and available. <sup>11</sup>				
	Confidential information and records about staff and children must be held securely and only accessible and available to those who have a right or professional need to see them.				
	Providers must be aware of their responsibilities under the <u>Data Protection Act (DPA) 1998</u> and where relevant the <u>Freedom of Information Act 2000</u> .				
3.70	Providers must ensure that all staff understand the need to protect the privacy of the children in their care as well the legal requirements that exist to				

<sup>9</sup> As appropriate with parents and carers, other professionals working with the child, the police, social services and Ofsted and the childcare agency with which they are registered.

<sup>10</sup> If requested, providers should incorporate parents' and/or carers' comments into children's records.

<sup>11</sup> With prior agreement from Ofsted, these may be kept securely off the premises

	ensure that information relating to the child is handled in a way that ensures confidentiality.				
	Parents and/or carers must be given access to all records about their child, provided that no relevant exemptions apply to their disclosure under the <u>Data Protection Act (DPA) 1998</u> . <sup>12</sup>				
3.71	Records relating to individual children must be retained for a reasonable period of time after they have left the provision.				
<b>Information about the child</b>					
3.72	Providers must record the following information for each child as specified: full name; date of birth; name and address of every parent and/or carer who is known to the provider (and information about any other person who has parental responsibility for the child); which parent(s) and/or carer(s) the child normally lives with; emergency contact details for parents and/or carers.				
<b>Information for parents and carers</b>					
3.73	Providers must make available to parents and/or carers the following information:				
	how the EYFS is being delivered in the setting, and how parents and/or carers can access more information				
	the range and type of activities and experiences provided for children, the daily routines of the setting, and how parents and carers can share learning at home				
	how the setting supports children with special educational needs and disabilities;				
	food and drinks provided for children				

<sup>12</sup> The DPA also sets out specific exemptions under which certain personal information may, under specific circumstances, be within held from release. All providers/staff should have an understanding of how data protection laws operate. For guidance can be found on the website of the Information Commissioners Officer at: [http://www.ico.gov.uk/for\\_organisations/data\\_protection.aspx](http://www.ico.gov.uk/for_organisations/data_protection.aspx)

	Details, and on request hard copies, of the provider's policies and procedures <sup>13</sup> including the procedure to be followed in the event of a parent and/or carer failing to collect a child at the appointed time, or in the event of a child going missing at, or away from, the setting; and				
	staffing in the setting; the name of their child's key person and their role; and a telephone number for parents and/or carers to contact in an emergency.				
<b>Complaints</b>					
3.74	Providers must put in place a written procedure <sup>14</sup> for dealing with concerns and complaints from parents and/or carers.				
	They must keep a written record of any complaints, and their outcome.				
	All providers must investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.				
	The record of complaints must be made available to Ofsted or the relevant childminder agency on request.				
3.75	Providers must make available to parents and/or carers details about how to contact Ofsted or the childminder agency with which the provider is registered as appropriate, if they believe the provider is not meeting the EYFS requirements.				
	If providers become aware that they are to be inspected by Ofsted or have a quality assurance visit by the childminder agency, they must notify parents and/or carers.				
	After an inspection by Ofsted or a quality assurance visit by their childminder agency, providers must supply a copy of the report to parents and/or carers				

<sup>13</sup> Childminders are not required to make copies of policies and procedures available on request.

<sup>14</sup> Childminders are not required to have a written procedure for handling complaints, but they must keep a record of any complaints they receive and their outcome.

	of children attending on a regular basis.				
	<b>Information about the provider</b>				
3.76	Providers must hold the following documentation: contact details of the provider and any other person living or employed on the premises <sup>15</sup> ; Contact details of anyone else who will regularly be in unsupervised contact with the children; a daily record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key person; and their certificate of registration (which must be displayed at the setting and shown to parents and/or carers on request).				
	<b>Changes that must be notified to Ofsted or the Childminder Agency</b>				
3.77	All registered early years providers must notify Ofsted or the childminder agency (CMA) with which they are registered of any changes as specified in the Statutory Framework (p34, see details)				
3.78	Where providers are required to notify Ofsted or their childminder agency about a change of person (except for managers, see 3.76), providers must give Ofsted or their childminder agency the new person's name, any former names or aliases, date of birth, and home address.				
	If there is a change of manager, providers must notify Ofsted or the childminder agency that a new manager has been appointed in advance, where reasonably practicable, but always within 14 days. <sup>16</sup>				

Self-Assessment undertaken by :

Print Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

<sup>15</sup> This requirement does not apply to childminders.

<sup>16</sup> A registered provider who, without reasonable excuser, fails to comply with these requirements commits an offence.

Position within organisation \_\_\_\_\_

Date next self-assessment due \_\_\_\_\_

DRAFT